



Employer Update

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Thank You for a Successful 2013 Employer Conference!

The ASRS Employer Relations staff recently completed the annual Employer Conference meetings. We held a total of 25 meetings in Phoenix, Tucson and at 12 additional locations throughout the State. 872 employer representatives attended the meetings this year representing 352 ASRS employers. It was a pleasure seeing many familiar faces and several new ones. At this year's meetings we discussed supplemental savings plans offered through ASRS, 2013 legislative updates, long term disability, website enhancements (including the new employee registration process), membership eligibility, retiree return to work laws, health insurance premium benefits and many other topics. We look forward to seeing you all again next year. For those of you who missed the meeting this year please note, per House Bill 2562 and A.R.S. § 38-716, which became effective September 13, 2013, ASRS member employers are now statutorily required to have employer representatives attend an annual ASRS Employer Conference.

Beneficiary Updates; Now Only Online

ASRS members must now add or update their beneficiary information by logging into their personal ASRS account online.

Please do not distribute paper beneficiary forms to employees. The ASRS no longer updates beneficiary information from paper forms. Instead, once contributions begin, please direct your eligible employees to the [ASRS website](#) where they can login and update their beneficiary information by clicking the "Login Here" button.

- All updates for non-retired member accounts are completed through the [member's secure online access](#).
- Employees must be enrolled prior to adding their beneficiary information.
- If a member is having difficulty updating their beneficiary information online, please direct them to [ASRS Member Services](#).

Always Verify Social Security Numbers

Before submitting reports, forms or any type of documentation to the ASRS that includes an employee's Social Security number, please remember to verify the SSN. By taking this extra step up front, errors to member accounts caused when contributions are submitted under an incorrect SSN will be reduced. These errors may create delays in processing refunds or retirement distributions, or affect other member requests.

Payroll Deduction Agreements and Termination Pay

As a reminder to our employers, when an employee makes an irrevocable election to use termination pay for the purchase of credited service with ASRS, the employer is legally obligated to send the employee's termination pay directly to ASRS. The employee does not have the option to receive the pay directly or redirect it to another plan.

For more information on your responsibilities as an employer regarding employee service purchases, please refer to [Chapter 7 of the Employer Manual](#), downloadable from the ASRS website.

ASRS Employer Liaisons: Your One Call!

The ASRS Employer Relations team currently serves more than 740 employers. Each employer partner has an assigned Employer Liaison who serves as an ombudsman on behalf of that employer.

FOR EMPLOYER ASSISTANCE, please contact your assigned Employer Liaison. If you reach a voice message, please leave a detailed message

Online Employer User Accounts

Data security is of primary importance to the ASRS. Employer representatives who have access to the secure Employer section of the ASRS website know that sensitive and personal information is accessible through the available applications. ASRS needs your help in keeping the employer pages, applications and available data secure.

Please do not share login IDs and passwords. You can add an unlimited number of employer users with their own unique login IDs and passwords. Each employer user will receive direct email communication from Employer Relations, such as this newsletter.

Those who are designated as Employer Administrators have a distinct and important responsibility to deactivate employer user accounts when an employer user leaves, changes responsibilities or as needed.

Long Term Disability (LTD) Claim Submission

Beginning August 1, 2013, employers are now able to submit LTD claims through email using the secure email function within the employer user account on the ASRS website. After clicking "Compose" to begin a new secure email, the employer is able to upload and attach the LTD employee and employer claim packet to the secure email. The employer must put a specific phrase in the subject line to identify that it is an LTD claim; otherwise the claim submission may be delayed.

The phrase is not case sensitive; however, it must be worded exactly as follows for the email to be automatically forwarded to Sedgwick (ASRS' LTD claims administrator) properly. The phrase is "New ASRS LTD Claim". An example of a correct subject line would be: "new ASRS LTD claim for Thomas Jackson". An incorrect example would be: "LTD Packet for Thomas Jackson". The incorrect example would not automatically forward to Sedgwick and could possibly delay the processing of the claim.

The secure email on the ASRS website has a 2 megabyte (MB) limit on the size of documents it is able to receive. If the file is over the size limit the attachment will not be received. An employee and employer LTD claim packet generally will not exceed the document size limit. However, if the employee submits additional documents or medical records the employer may need to send additional secure emails with those documents attached. Please keep in mind the size of the file you are attaching.

If you have questions, please contact your Employer Liaison or [Sedgwick LTD Liaison Barry O'Dowd](#).

and we will return your call within 24 hours.

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DON'T KNOW WHO YOUR ASSIGNED LIAISON IS?

Email [Employer Relations](#) for assistance.

For EMPLOYEE Assistance, Please Note:

In order to continue providing employers with the high level of service you've come to expect, please continue to refer your employees to the ASRS Member Services Division for assistance with their personal accounts:

**Find answers online by
logging into your
ASRS Member Account.**

**Contact Member Services for
additional assistance.**

Stay Connected!

 **[AzASRS.gov](#)**

 **[Employer Relations](#)**

